

 SHORTWOOD SOLUTIONS LTD.	<i>QUALITY ASSURANCE POLICY</i>	SS-QI-01	
		Version: 1	09/04/2024
		Audit due: 09/04/2025	Pages: 3

Shortwood Solutions Limited

Quality Assurance Policy

SS-QI-01

Prepared by:	Approved by:
<b>Kathleen Lee</b> Director	<b>Oliver Lee</b> Director
<b>Distribution:</b> To be communicated with all employees regardless of the nature of their contract, and sub-contractors, affiliates, and stakeholders	

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### **Quality Assurance Policy**

Shortwood Solutions Limited was established in 2017 to provide Consultation to the Renewable Energy industry. We are based in Rogart in Sutherland but work worldwide.

Quality is important to our business because we value our clients and stakeholders. We strive to provide evidence based services which are at the forefront of engineering technology and innovation in order to meet and even exceed expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total client and stakeholder satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of feedback
- a complaints/ grievance procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Although the Managing Director has ultimate responsibility for Quality, all directors and employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

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### DOCUMENT REVISION

Date	Revision	Prepared by	Agreed by
09.04.2023	1	Kathleen Lee (Director)	Oliver Lee (Director)